

Complete Policy Title:
**Policy on Correction of Personal
Health Information**

Approved by:
President

Date of Original Approval(s):
June 16, 2015

Responsible Executive:
University Privacy Officer

Policy Number (if applicable):

Date of Most Recent Approval:

Supersedes/Amends Policy dated:

Enquiries:
[University Secretariat](#)

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Policy

A capable client/patient or their Substitute Decision-Maker (SDM) may request that incorrect information, contained in their health record and having an impact on their healthcare, be corrected under PHIPA.

Purpose

To provide individuals with a right of access to personal health information about themselves and a right to request correction or amendment of personal health information about themselves.

To provide for independent review and resolution of complaints with respect to personal health information and to provide effective remedies for contraventions of the *Personal Health Information Protection Act, 2004* (PHIPA).

If a Health Information Custodian has granted an individual access to a record of his or her personal health information and if the individual believes that the record is inaccurate or incomplete for the purposes for which the custodian has collected uses or has used the information, the individual may request in writing that the custodian correct the record.

Duty to correct

The Health Information Custodian is to grant a request for a correction, if the individual demonstrates, to the satisfaction of the custodian, that the record is incomplete or inaccurate for the purposes for which the custodian uses the information and gives the custodian the information necessary to enable the custodian to correct the record.

Information deemed to be incorrect may be handled by: labeling the information as incorrect, severing the incorrect information from the record, storing it separately from the record and maintaining a link in the record that enables a person to trace the incorrect information. If it is not possible to record the correct information in the record, there is to be a process ensuring that there is a practical system in place to inform a person who accesses the record that the information in the record is incorrect and to direct the person to the correct information.

Informal request

If the individual makes an oral request that the Health Information Custodian correct the record, nothing in the Act prevents the custodian from making the requested correction.

Procedure for Requests for Correction

After a client/patient has accessed their personal health information (PHI) and determined that there are what they believe to be inaccuracies in the document(s) that may have an impact on their healthcare they may complete a formal Correction Request Form and submit this to the McMaster University Privacy Officer.

The McMaster University Privacy Officer upon receipt of the completed correction request form, will verify the identity of the client/patient or if applicable, the SDM using a standard protocol (see Guideline on Verifying Identity)

Once satisfied as to the identity of the requester, the University Privacy Officer will process the request for correction in accordance with Schedule A, s.55 of PHIPA.

Related Documents:

Policy for Handling of Personal Health Information
Policy on Access to Personal Health Information
McMaster Lock-box Protocol
Guideline for Verifying Identity
Guideline on Withdrawal of Consent
McMaster Statement of Information Practices